

**POSITION DESCRIPTION**  
**Program Analyst**  
**GS-0343-09**

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**I. INTRODUCTION**

This position is located in the U.S. Department of Education in the office of the General Manager, Students Channel, Office of Student Financial Assistance. The Students Channel provides best in business services to potential and current borrowers and aid recipients and delivers a range of services that heighten students' and parents' awareness and understanding of options to finance their education.

This developmental position performs analysis and advisory assignments related to the effectiveness of programs and/or the efficiency of the management of operations.

**II. MAJOR DUTIES AND RESPONSIBILITIES**

Conducts studies of work processes and procedures. Identifies problems, reviews production standards, and makes tentative recommendations for problem resolution.

Reviews reports and studies to ensure that user requirements are met and appropriate rules and regulations are utilized.

Assists in the development of directives and the design, development, documentation, and implementation of various reporting systems.

**III. FACTORS**

Factor 1 - Knowledge Required by the Position

FL 1-6 950 pts.

Knowledge of Federal and agency regulations and directives as well as organizational specific directives, programs, and missions to understand their impact on programs.

Knowledge of management analysis techniques to identify, consider, and resolve issues or problems.

Knowledge of operating guidelines governing administrative programs to help initiate program changes.

Skill in briefing managers and in communicating tentative recommendations regarding efficiency in program operations.

Factor 2 - Supervisory Controls

FL 2-3 275 pts.

The supervisor assigns specific projects in terms of issues, organizations, functions, or work processes to be studied and sets deadlines for completing the work. The incumbent plans, coordinates, and performs the steps to complete the project. Completed work is reviewed by the supervisor for consistency as well as contribution to the overall project. Findings and recommendations developed by the incumbent are reviewed by the supervisor.

Factor 3 - Guidelines

FL 3-3 275 pts.

Guidelines consist of standard Federal regulations and organizational directives. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides. The incumbent analyzes results and makes tentative recommendations regarding studies of work processes and procedures.

Factor 4 - Complexity

FL 4-3 150 pts.

The work involves areas with diverse and unique functions. Assignments require the analysis of issues for effectiveness, efficiency, and productivity. The incumbent makes decisions regarding what needs to be done based on an analysis of the subject under review. The incumbent identifies the conditions involved and analyzes the information gathered to determine the appropriate steps and to provide tentative recommendations.

Factor 5 - Scope and Effect

FL 5-3 150 pts.

The work involves studies of administrative and managerial processes and procedures to assess productivity, effectiveness, and efficiency of program operations. The studies may involve one or several organizations and may affect the administrative methods of the organization, managerial processes, or the operating unit within the organization.

Factors 6/7 Personal Contacts/Purpose of Contacts

FL 6/7-2b 75 pts.

Contacts are with employees, supervisors, and managers in the agency but outside the immediate organization, including representatives from offices located elsewhere. Contacts are to coordinate plans, gather information, and give advice on resolving problems on shared work efforts.

Factor 8 - Physical Demands

FL 8-1 5 pts.

The work is primarily sedentary, requiring no special physical demands.

Factor 9 - Work Environment

FL 9-1 5 pts.

Work is performed in a typical office setting.

TOTAL = 1885 pts.

#### **IV. UNIQUE POSITION REQUIREMENTS**

- Reports to the Director of Administrative Services within the Students Channel
- Knowledgeable about performance analysis, data analysis, troubleshooting, employee/customer satisfaction, balanced scorecards, and monitoring
- Work with Channel Representatives for special projects
- Assist with communications within Channel and across the organization